PhotoSave
Troubleshooting Guide

PROBLEM:

The Welcome! screen does not appear within 60 seconds after disc insertion.

SOLUTION:

- Verify that your writer is compatible with DVD-R media.

- Verify that AutoRun is enabled on your PC (see instructions at www.verbatim.com/photosave/help).

To manually start PhotoSave: Go to "My Computer" on your PC and double-click on the DVD writer which contains the PhotoSave DVD.

PROBLEM:

You receive a message upon startup regarding required permissions or PhotoSave does not recognize a DVD writer upon software startup ("No drives present" at the bottom of the PhotoSave window).

SOLUTION:

- Verify that you are logged onto your PC as an Administrator.

PROBLEM:

Saved photos cannot be seen/accessed on the DVD when the readback drive is different than the drive used to save the photos to DVD.

SOLUTION:

- This is a rare situation caused by different implementation of multisession recording by some DVD hardware manufacturers. It is unrelated to DVD recordable media or PhotoSave technology.
  The photos are safely recorded on the disc! In the case that you cannot access the photos:
  1. Consult your drive manufacturer and download the latest firmware version.
  2. Use a different DVD readback device to access your photos.

For more information and product support, go to www.verbatim.com/photosave/help